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Asotin County

Demographics

Asotin County has an estimated population of 19,600 in year 2000. Asotin County's population is projected to grow very slowly over the next 20 years but it actually will decline relative to the state's percentage of population growth. Asotin County has one of the highest percentages in the state of residents living in unincorporated areas, with over 60 percent of the residents living outside Clarkston (6,890 residents) and the town of Asotin (1,105 residents). In five of the nine key demographic categories related to public assistance, Asotin County ranks in the top five counties in the state. Medium income is one of the lowest in the state.

Coordination history

Asotin County has been one of the state's recognized pioneer counties in terms of coordination of transportation. Coordination activities began formally in 1990 with the establishment of the County Commissioner designated "Lead Agency" the Council on Aging & Human Services, which provides transportation services as COAST. The initial membership included representatives from every sector. COAST has never provided direct services in Asotin County. Instead it has served as a pure broker, aggregating multiple funding sources and then contracting for services. COAST has submitted successful competitive WSDOT grant applications for both operations assistance and capital; initially exclusively for Asotin County, but more recently for a combined service area that includes Whitman County and the southern part of Spokane County. The applications have represented combined operating data and budgets and reflect the ongoing high degree of cooperation.

ACCT grant activities

Since becoming an ACCT grantee, the Steering Committee has continued to meet sporadically. Staff work has been steadily going forward to develop the overall coordination plan. Several meetings were held in the spring related to the submission of a FTA Job Access and Reverse Commute application as part of the Washington State Transportation Initiative.

The application that was submitted was part of the Washington State application, but the Asotin County project was not directly selected for funding. The Steering Committee plans to submit an application for FY2001. The experience gained from this year's application will help greatly with the new application.

Following the JARC application, most of the lead agency's staff time has gone into working with bi-state coordination issues. Valley Transit of Lewiston is the key subcontracted service provider for service in Asotin

County. The success of ACCT in Asotin County is somewhat reliant on similar efforts that may be sponsored by the Idaho Interagency Working Group (IWG). The IWG had been dormant for several years before being revived by the 2000 Idaho Legislature.

During the summer COAST/ACCT lead agency submitted applications to the WSDOT for funding from FTA. Applications included: Section 5311, 5310 purchase of services, and 5310 capital. This was the 17th year that Asotin County Coalition has submitted applications to the WSDOT. All previous attempts have been successful. The ACCT Coalition members are waiting to hear about the results of the competitive processes. In September, the lead agency COAST, added a part-time staff member to the ACCT funded staff. Deb McKay will assist Karl Johanson with ACCT activities.

Active membership of the Coalition

1. Lead Agency, Medicaid Broker and Senior Programs: Karl Johanson
2. Asotin County: Commissioners Gordon Reed and Don Schiebe
3. School District: Clarkston Special Education Department
4. Public Transit: Tom LaPointe, Valley Transit
5. Developmental Disabilities: Adele Plouffe, AC Residential and Developmental Services
6. Medical Services: Deborah Werner, Tri-State Hospital
7. Volunteer Services: Eva Mathewson, RSVP
8. Work First/DSHS: Patty Busse
9. Senior Services: Julie Williams, Interlink

Accomplishments

In addition to the Job Access/Reverse Commute funding application, the Asotin County ACCT Steering Committee has developed a solid set of goals and objectives. The lead agency staff members are working on the various activities related to those objectives. Data gathering instruments have been developed so that all the social services agencies in the Coalition are now reporting transportation services, which are then made part of a countywide composite.

Challenges

The primary challenges in Asotin County will continue to be maintenance of service levels following the full impact of passage of legislation related to I-695 and possibly new initiatives related to I-745 and 722. Non-profit agencies like Valley Transit and COAST are going to find it extremely difficult to compete with voter-created public transit systems for available FTA funding. The City of Clarkston already had to cut the \$7,500 a year it was contributing for services. Asotin County was able to maintain its contribution, but the new

initiatives may further erode that flexibility and commitment. To maintain current services and build a truly coordinated system there must be sufficient funding remaining for the key agencies to maintain service levels. It will also difficult to develop coordinated services for the Clarkston and Asotin School Districts. New Federal guidelines have made contracted transit services for school districts a potentially high liability risk. Valley Transit's paratransit vans do not conform to FMVSA school bus standards.

Grant/Adams Counties

Demographics

Grant and Adams Counties lie in the center of the state of Washington on the East side of the mountains. Both counties cover a combined area of 4,601 square miles, with populations of 15,800 in Adams County and 71,500 in Grant County. Most residents live outside the only town of size, Moses Lake, which has a population of 14,290. Approximately 50 percent of the population in both counties is located outside cities, and is scattered through the vast rural areas.

The most recent census data shows there are 13,563 people living at or below the poverty level in the two counties, which represents 15.5 percent of the total population. Seniors constitute 12 percent of the population in Grant County and 8 percent of the population in Adams County, while 230 disabled clients are currently receiving service from Grant County agencies. Agencies serving children in both counties frequently cite lack of transportation as a barrier preventing children from accessing some educational, day care, health care, and social services, and from participating in extracurricular activities.

Coordination history

Many of the agencies currently involved in the Special Needs Transportation Coalition previously worked together on committees and projects; however, few of those included any transportation component. Other than some WorkFirst transportation coordinated through the Local Area Planning group for a small section of one county, this is the first attempt at major coordination of transportation.

People For People, a nonprofit agency providing transportation in all areas of both counties, and the lead agency for this project, has a history of coordinating trips for varying funding sources to ensure resources are being used efficiently. In addition, they accept requests for trips from many agencies, and provide referrals to volunteer drivers and taxis when they are unable, primarily because of funding limitations, to provide trips themselves. People For People is also the provider of all operations for Grant Transit Authority. This provides endless opportunities to coordinate the services offered by both agencies.

Members of the Special Needs Transportation Coalition recognize that although some coordination has always occurred in these areas, countless other opportunities to coordinate exist throughout both counties. The North Columbia Community Action Council, DSHS, Employment Security, and PIC, as well as many other entities have all provided transportation for their clients in one form or another, whether it be funding trips provided by other agencies, or enlisting volunteer drivers.

All these entities and many more are active in the Special Transportation Needs Coalition and are working together to research methods of increasing transportation availability to the special needs population of both counties. Agency participation in this project has been inevitable since transportation had been identified repeatedly as a major barrier for most agencies in their efforts to ensure client success.

ACCT grant activities

With the assistance of temporary part-time staff, The Grant/Adams Special Needs Transportation Coalition (SNTC) was formed and coalition structure established. Due to the resignation of the part-time staff and the tremendous workload involved, in July the lead agency hired a full-time Transportation Coordinator to facilitate the remainder of the ACCT project.

The SNTC held an organizational meeting in May and has met monthly since July, enjoying a significant increase in attendance at each meeting. Participation has grown from 6 agencies to 34, with 27 individuals attending the last meeting. An invitational letter and a one-page flyer, often preceded by a phone call, have been used to explain the reason for the founding of the coalition and the project at hand. Heavy distribution of these two instruments have contributed to membership growth and increased public awareness.

During one meeting the Coalition held a brainstorming session to name as many stakeholders as they could possibly identify, both the obvious and not-so-obvious, to recruit members, develop a database of stakeholders and identify any transportation resources currently available or potentially available throughout both counties. More and more resources are surfacing as the word spreads about this project.

The Coalition has just begun identifying transportation needs in both counties and how they are currently being met. Unmet needs are being researched to ascertain if they can be matched with current resources and if coordination could resolve some of those transportation gaps. A video portraying examples of what a coordinated transportation system might look like was viewed by participants at a recent meeting, which aided in further understanding of our mission.

The SNTC participated in a transportation forum hosted by Aging and Adult Care of Central Washington, and the Coalition has begun independently hosting informational transportation forums to invite participation, cultivate public awareness, and continue to identify transportation resources and needs. The first was held in Mattawa, a remote area in Grant County with a large migrant population. Although few citizens attended, ten agencies were represented. The SNTC is scheduling these forums in six other communities. Many area newspapers have been cooperative in publicizing the Coalition meetings and transportation forums, pointing out the current transportation situation and what the SNTC is doing to resolve it.

The Transportation Coordinator facilitating the SNTC has met on a one-on-one basis with several area agencies and individuals to determine their individualized needs and available resources. A general transportation survey and a transportation resource survey have also been developed and are currently being reviewed by coalition members for distribution.

The Coordinator represents the Coalition at various committees, coalitions, and councils and regularly attends pertinent board meetings. In some instances the Coordinator has been invited to present information about the Coalition and the project at those meetings, all aimed at garnering additional Coalition participation and completing the information gathering phase of the project.

Active members of the Coalition

Adams County Resource Center
 Aging and Adult Care of Central Washington
 Big Bend Community College
 Big Bend Economic Development Council
 Catholic Family and Child Services
 Columbia Basin Health Association
 Courtesy Cab
 Division of Vocational Rehabilitation
 DSHS Grant/Adams CSO
 Employment Security/WorkFirst
 Grand Coulee Senior Center
 Grant County Developmental Disabilities
 Grant County Health District
 Grant County Sheriff
 Grant Transit Authority
 GTA Citizen's Advisory Board
 Greyhound Lines, Inc.
 Harvest Council-Mattawa
 Lincoln County Housing Authority
 McKay Youth Outreach
 Moses Lake Charter
 Moses Lake Dialysis
 Moses Lake School District
 New Hope Domestic Violence and SA Services
 N. Columbia Community Action Council
 Othello Community Hospital
 People For People Transportation
 People For People Medicaid Brokerage
 Private Industry Council

RSVP
Salvation Army
Special Needs User Representatives
Wahluke Family Health Center
Washington State Migrant Council

Accomplishments

The Coordinator, through marketing and one-on-one contacts, has been very successful in increasing participation in the Special Needs Transportation Coalition, with 33 agencies and a special needs user being represented so far. A recent meeting time change was instituted to eliminate the conflicts which interested Special Needs users encountered that prevented them from participating in Coalition meetings.

Local awareness of the concept of transportation coordination and its potential benefits has increased tremendously. Contacts are continually being established among members and, as a result of Coalition activities, two member agencies recently collaborated for the first time on submitting a grant application for increased transportation services for a Special Needs population in one area of Grant County.

The database of stakeholders and those with transportation resources continues to grow. Work to identify transportation needs and gaps has begun. Surveys, community forums, and press releases have been and will continue to be utilized to gather this information, so critical to the eventual design and implementation of a system that truly meets the needs of the Special Needs population in both counties.

As a result of transportation coordination marketing and public awareness, the SNTC Coordinator has been added to the agenda of several local workshops and coalition meetings and has been invited to residential facilities and other centers serving segments of the Special Needs population.

The SNTC has been instrumental in educating and in some instances creating positive dialogue toward considering a truly coordinated transportation system rather than each agency attempting to resolve transportation issues independently. In addition, other agencies and individuals are beginning to understand eligibility restrictions and funding shortages transportation agencies have been faced with, and are less apt to blame those providers when their clients are unable to obtain transportation.

Challenges

- Blending funds for transportation, particularly if they are not directly tied to a client, is not a concept easy for some to consider, particularly for those agencies who have operated for years under rules that always prohibited that.
- Although great strides have been made, trying to redirect the thinking of some agency representatives from self-directed transportation to transportation coordination remains a barrier.
- Other barriers noted by Coalition members include unwillingness to fund trips if other seats on that vehicle are being filled by individuals not sharing in the cost of that trip. Liability issues and funding eligibility restrictions have also been identified as barriers to the success of this coordinated transportation project.
- Upcoming elections and initiatives on the ballot are currently causing some concern and have prevented some agencies from seriously considering coordination ideas and strategies.
- Resource data gathered so far indicates that many vehicles are not accessible which may pose a barrier when determining their usefulness for some special needs populations.
- Some agencies fear they might lose their share of funding for services such as transportation, depending on the type of coordination system implemented.
- Community forums have revealed a reluctance on the part of some communities to release or share ownership of their transportation challenges which they feel are unique and not understood or solvable by outsiders (that is, the Coalition).

Grays Harbor County

Demographics

Grays Harbor County is located in western Washington on the south end of the Olympic Peninsula. The contiguous harbor cities of Aberdeen, Hoquiam, and Cosmopolis form the commercial/industrial core of the county while eastern Grays Harbor is made up of a number of small farming communities. The Westport and Ocean Shores areas on the Pacific Ocean are fishing and recreation destinations. The County had a 1998 population of 68,300 with growth being slow due to the dependence of the economy on fishing and timber. Unemployment hovers around 8.7 percent—more than double the rate of the state as a whole. The 1999 median household income was slightly more than \$29,000, 78 percent of the statewide average. On the plus side, the former Satsop nuclear site near Elma has become a business park, attracting Safeharbor.com, an internet company, and Boise Cascade, which is scheduled to build a \$70 million mill to manufacture composite siding there. On the coast, Ocean Shores experienced a 42 percent population increase in the last decade and a \$50 million casino and resort hotel operated by the Quinault Indian Nation recently opened nearby. Stafford Creek Correctional Center, a new prison located 7 miles south of Aberdeen, will eventually employ 600 people, 60 percent of whom must be recruited locally.

Public transportation is provided by the Grays Harbor Transit Authority, which operates ten fixed routes countywide as well as out-of-county service to Olympia. Dial-a-Ride service operates during the same hours as fixed route service.

Coordination history

Coordinated transportation planning in Grays Harbor County predates the ACCT legislation. More than ten years ago, the Community Resource Council was formed to plan for a coordinated response to the combined effects of federal legislation, technical change, and market fluctuations upon the timber industry. Later, a WorkFirst Consortium was formed first to create a community-wide proposal for the Community Jobs Program and then to be the planning body for the WorkFirst Local Planning Area. Both groups still operate and the WorkFirst Local Planning Area's Transportation Work Group has been continuously working on ways of improving access to transportation, particularly public transportation, for people who are now receiving Temporary Assistance for Needy Families or who have low incomes.

ACCT grant activities

We held two county forum meetings in late 1999 to assess interest in coordinated transportation. There was a positive response and as a result, Grays

Harbor County indicated interest in an ACCT grant and Coastal Community Action was named lead agency.

A request for proposal was issued for a contractor to provide technical assistance to the project and the county coalition selected the Community Transportation Association of America (CTAA) in August 2000. In September 2000, Wayne Nelson was hired as a full-time project manager for the ACCT grant.

The first Coordinated Transportation Coalition meeting was held on Oct. 18, 2000 at Coastal Community Action. Attendees representing ten agencies agreed that there were significant unmet transportation needs and agreed to begin working on solutions.

Through the local Workfirst Coalition, we are focusing our first efforts on improving transportation services for workers in the hospitality industry in the Ocean Shores area. A second priority is to begin coordinating volunteer transportation for county residents who do not meet Medicaid requirements but who need specialized out-of-county medical care. A contract will be signed soon with CTAA so that they may begin working with the County Coalition on an initial transportation survey and other information gathering. Further coalition building is ongoing to increase membership.

Active membership of the Coalition

So far, the following agencies and individuals have met together and agreed to participate in the process:

Department of Social and Health Services (DSHS),	
Aberdeen Office	Steve Hall
Employment Security Aberdeen Office	Jo Vanucie
Olympic Area Agency on Aging	Jean Davies
Catholic Community Services	Mike Curry
Grays Harbor Transit Authority	Dave Rostedt
Grays Harbor Health Dept.	Mary Ann Welch
Career Transition Center	Charles Sundberg
Housing Authority of Grays Harbor	Shelly Wood
Special Needs Transit Riders	Connie Hatch
	Bob Nakutin
Coastal Community Action Program	Wayne Nelson

Accomplishments

Although we are just getting the Coordinated Transportation Coalition up and running, we are pleased that major players such as Grays Harbor Transit, DSHS, Employment Security, Olympic Area Agency on Aging, Catholic Community Services, and others are willing to participate in the process as we develop our coordinated transportation plan.

As a way of building support for coordinated transportation, a monthly newsletter will be sent countywide to businesses, government officials, agencies and interested consumers beginning November 1.

Challenges

Possibly the greatest challenge we face will be educating the public to support the cause of coordinated transportation for persons with special needs. Second, the Grays Harbor Transportation Authority, while it has been able to replace some of the budget loss of I-695 with a .03 percent increase in the sales tax, still cannot make needed route scheduling improvements and extensions of service to remote county areas. Third, we have had little success so far in getting school districts involved in the coordinated transportation process.

Jefferson County

Profile of Jefferson County

Jefferson County is a rural community encompassing approximately 1,809 square miles, located on the North Olympic Peninsula. The county is relatively isolated, approximately one hour's drive to larger metropolitan communities, regional shopping centers, regional and tertiary health care. The county is bordered by Clallam County and the Olympic Mountains to the west, Kitsap County to the southeast, and Mason County to the south. Island County lies to the north of Jefferson County, separated by the Strait of Juan de Fuca.

The population of Jefferson County has grown at rates varying from steady to spectacular. The county population in 1970 was 10,661; in 1980, it was 15,965; and 1990, it had grown to 20,406, representing growth rates of 10.6 percent, 49.75 percent, and 27.82 percent respectively. Jefferson County is one of the fastest growing counties in Washington State. The combination of the rural small town lifestyle, recreational opportunities of the Olympic Peninsula, as well as access to urban centers and a growing small business sector have encouraged many people to move to the community. Despite both state and national recessions, the population growth in Jefferson County has remained relatively stable, averaging 4.82 percent per year since 1990, compared to a growth rate of 2.5 percent per year for Washington State. According to the State Office of Financial Management (OFM) estimates, the 1999 population of Jefferson County is 27,377 persons. OFM has projected that the county's population will reach a level of 29,258 by the year 2002.

Approximately 95 percent of the county's population is located in East Jefferson County. Port Townsend is the incorporated county seat, with a population of approximately 9,026. The unincorporated communities of Port Hadlock, Irondale, Chimacum, and Port Ludlow are located approximately ten to twenty miles southeast of Port Townsend respectively and have an aggregate population of approximately 7,721. The communities of Quilcene and Brinnon are located approximately twenty miles from Port Townsend to the south, with a population of approximately 2,752. The balance of the population in East Jefferson County is located in unincorporated rural areas.

According to the 1998 census, Jefferson County's population was 95 percent white; 0.7 percent black; 2.8 percent Native American; 1.5 percent Asian; and 1.7 percent Hispanic which is included in other races. There is one registered Indian tribe within the county, the Hoh tribe, located at the West End, south of Forks. The Hoh tribe had a 1999 population estimated at 149 persons. Also at the West End, portions of the Quinault Reservations, home to the Queets tribe, crosses the Jefferson/Grays Harbor County lines.

West End residents tend to seek services in Aberdeen and Port Angeles if they are not available locally. In East Jefferson County, some members of the

Jamestown S'Klallam tribe reside in the county and access services in the Port Townsend area.

Jefferson County has a diversified economic base, which ranges from fishing and maritime oriented businesses to tourism, government services, and manufacturing. The local economy has escaped the down drafts of other rural based communities, due in part to the stability of the governmental sector and a strong foundation of natural resources. As of 1997, there are a total of 1,024 employers in Jefferson County, with a total employment base averaging 6,965 jobs. The unemployment rate for Jefferson County was 6.8 percent in 1997 vs. 7.9 percent in Clallam County and 5.5 percent in Kitsap County, with a statewide average of 4.8. The vast majority of employers in Jefferson County can be characterized as small businesses, with over 2,300 small businesses in the county. Because of this profile, it can be difficult to find job placements for persons with developmental disabilities in businesses where the ratio of non-disabled persons mirrors the general population. Small businesses are also less likely to offer comprehensive benefits and the opportunities for advancement and job variety that are desirable in job placements.

Coordination history

Jefferson and Clallam Counties received an ACCT demonstration project in 1999. The funding included a local match of \$39,000 and \$125,000 in ACCT grant funding.

The program objectives included a survey of the current resident's travel needs, developing and implementing programs to shift current riders of paratransit to transit, and identifying available transportation options and a method for coordinating information.

Results included a dynamic, easily updated database of traditional providers and private transportation and travel options that can be viewed on the Internet. A promotion resulted in a 27 percent increase of one day's ridership on Jefferson Transit and 50 new bus riders who participated in long distance bus tours. The project produced a videotape on "The Five Myths of Transit" to encourage persons with special needs and other users of paratransit to try fixed route transit services. Over 250 transportation resource packets with current schedules were prepared and distributed. Discussions and meetings with hospital administrators highlighted the need for geriatric medical specialties on the Olympic Peninsula to reduce the number of hours an individual living in a rural area would need to travel. A local access channel broadcast a live, call-in television show to educate homebound individuals about transit.

This demonstration grant produced a creative understanding of what can happen when you not only think out of the box but also perform out of the box. Jefferson County was poised to take on the new challenge of the ACCT grant to in order to continue the process that had begun with the demonstration project.

ACCT grant activities

The Jefferson County ACCT Coalition has met six times since April of 2000, including a community forum that was well publicized in the both the Peninsula Daily News and in the Port Townsend Leader. We have also had three articles in the press over the last six months about coordinated transportation in Jefferson County.

We are hard at work on local coalition building. Over the last six months, the local ACCT meetings have brought together varied agency groups to discuss how transportation penetrates most agency issues and boundaries.

The Jefferson ACCT group has created a core list of participants, a memorandum of understanding, a communication plan, and guiding principals that include ground rules for meetings. We have begun the process of contracting with the Community Transportation Agency of America (CTAA) to survey all modes of transportation within Jefferson County and to develop a community option or model for a coordinated transportation system.

Active members of the Coalition

- Jefferson Transit
- Transit Citizens Advisory Board
- Jefferson Alcohol/Drug Program
- Non Motorized Committee
- Community Action
- Peninsula Daily News
- Jefferson County Health Dept.
- Sheriff's Traffic Safety Program
- Parent Line for Day Cares
- ECHHO Volunteers
- Olympic Area Agency on Aging
- Skookum Educational Services
- Domestic Violence
- DASH Disability Group
- Housing Authority
- Employment Security
- Board of County Commissioners
- Child Protective Services
- Chemicum School District
- People First Chapter

Accomplishments

A local ACCT work group participated in applying for the JARC grant. The Jefferson County agencies that partnered on the grant proposal included Employment Security, CSO/DSHS, Transit, Olympic Community Action, and the County Health Department.

We didn't receive the grant, but the ACCT work group formed a strong bond. The connections and communications that developed during the grueling, five-week application process will serve the Jefferson community well in other ways.

Challenges

One of our biggest challenges is to get certain agencies to come to the coordinated transportation table. It would help if state agencies required all local state agencies to coordinate their social service transportation systems. Our

state agencies need to provide leadership in changing rules that create barriers to coordinated transportation.

Commitment and improved communication are required to eliminate duplication of services and modify or eliminate unnecessary rules.

Mason County

Mason County initiated efforts to improve transportation services for persons with special needs by responding to the Notification for Planning and Implementation Grants distributed by the Agency Council on Coordinated Transportation (ACCT). Mason County requested Mason Transit Authority to participate in the ACCT Grant process on their behalf. This process required that a Community Forum comprised of all interested parties be held and that a lead agency be selected to explore further options for coordinated transportation in the defined service area.

Mason County Coordinated Transportation Coalition

The Mason County Community Forum on Coordinated Transportation was held on October 28, 1999. Thirty-four local agency representatives were present at the Forum and Mason County Transportation Authority was selected as lead agency.

Service area description

Participants at the Forum elected to define the populated region within the border of Mason County as the service area for the Coordinated Transportation Plan. This area covers approximately 700 square miles and contains numerous geographic barriers caused by natural waterways and the rugged foothills of the Olympic Mountain range. There is only one incorporated city in Mason County, Shelton, where most social, health, educational, and municipal services are located.

Population description

Mason County has a total population of 48,600 with 7,700 residing within Shelton, the county seat. Mason County is one of the highest growth areas in Washington State. The OFM 2020 estimate illustrates a 44 percent growth rate with many new residents relocating to the area for retirement. 1997 OFM estimates indicate that persons age 65+ comprise 16.6 percent of the total population. The local economy has been in decline due primarily to loss of employment in timber related jobs. Although the unemployment rate has



Mason Transit customers board a Shelton School District bus that provides transportation to the general public. School bus service was first integrated into general public transportation in Mason County in 1998 thanks to an agreement developed as part of an ACCT demonstration grant.

recently been dropping, it had been 21 percent higher than the state average. Many residents are dependent upon commuting out of county for employment, which impacts the transportation needs for dependent children and older parents left at home.

Coordination history

Mason Transit Authority (MTA) has an extensive history in transportation coordination since its inception in 1992. The Comprehensive Plan for Mason Transit includes a program statement for “coordinating services with other governmental and private entities to control costs.” The Vision Statement for Mason Transit incorporates coordination into goals to maximize system efficiency and effective coverage of the service area. In 1994 Mason Transit and the Shelton School District entered an agreement to coordinate vehicle repair and purchase of fuel. The School District already had an extensive history of coordinating school buses through the Transportation COOP.

The first interagency service coordination agreement was entered in 1993 with Exceptional Foresters (EFI), a non-profit agency with a small fleet of accessible vans. MTA needed assistance in special event transportation and this agreement enable the system to supplement service to address demand. MTA and EFI have renewed and revised this agreement several times to the current status of enabling full service integration for specified trips. Other transportation coordination activities include agreements with Lewis-Mason-Thurston Area Agency on Aging, Catholic Family Chore Services, and the Retired Senior Volunteer Program for development of a joint volunteer driver program.

Mason Transit received an ACCT demonstration grant in 1998 that in effect became a precursor to the current ACCT Grant to develop a Coordinated Transportation Plan. The demonstration grant included the formal development of a local coalition of agency personnel that assisted MTA with efforts to expand coordinated services. During that ACCT demonstration grant, MTA and Shelton School District developed their first agreement to integrate school bus service into general public transportation.

ACCT grant activities

The ACCT Coordination Grant Project for Mason County was started on December 15, 1999. Primary activities of the Mason County Coordinated Transportation Coalition to date include:

March 3, 2000 Coalition meeting.

1. Formulated a decision making process
2. Established a meeting location
3. Approved the development of an RFP to develop the Coordination Plan
4. Discussed local transportation issues

April 14, 2000 Coalition meeting.

1. Review and modification of the RFP.
2. Held a public meeting to discuss the Job Access Reverse Commute Plan
3. Formed Proposal Review Committee

May 8, 2000 Proposal Review Committee meeting

Committee ranked proposals and provided a recommendation.

May 9, 2000, Mason County Transit Authority Board Meeting

Award proposal to develop coordinated transportation plan to Community Transportation Association of America (CTAA).

July, 2000, Develop Application for Community Transportation Project

Integration of school buses into public transportation

August 25, 2000 Coalition meeting

1. Approved submission of Community Transportation Project.
2. Reviewed Coordination Plan schedule with CTAA staff.
3. Developed Coordination Plan Performance Monitoring Committee.
4. Expressed lack of confidence in JARC process.

Active members of the Coalition

Local agencies and organizations that have been involved in Coalition activities include:

- Department of Social and Health Services
- Alpine Way Retirement Center
- Catholic Community Chore Services
- City of Shelton, Mayor and Commissioners
- Employment Security
- Exceptional Foresters, Inc.
- Fir Lane Convalescent Center
- Mason County Headstart
- Lewis-Mason-Thurston Area Agency on Aging
- Mason County Commissioners
- Mason County Literacy
- Mason County Transit Advisory Board
- North Mason School District
- Olympic College
- Paratransit Services, Inc.
- Senior Information and Assistance

- Retired Senior Volunteer Program
- Shelton School District
- Skokomish Tribe
- Squaxin Island Tribe
- Sunbridge Care and Rehabilitation Center
- WorkSource
- Washington State Department of Transportation

Accomplishments

Development of the Mason County Coordinated Transportation Coalition began several years prior to the establishment of ACCT. Local concern for improving mobility for older residents, persons with disabilities, those who could not afford a car, and other persons was the primary motivation to form partnerships designed to enhance the community transportation system. This common goal facilitated efforts to share resources and explore potential opportunities for expanding mobility with limited funds.

ACCT grants allowed agencies the opportunity to push the threshold and engage in joint ventures. The Mason Transit Volunteer Driver program is an example of a collaborative activity reflecting how the community addressed a mobility barrier in a unique fashion. Local social service agencies were unable to adequately address the need for access to medical services not available within the County, such as kidney dialysis. MTA participation enabled this issue to be resolved much to the satisfaction of local agencies and affected families and individuals. Experience gained from ventures such as this provided a valuable outcome—new partnerships. Mobility has taken on a community perspective that has allowed agencies to combine their voices in advocating for more effective service.

Challenges

The biggest local challenge facing continued development of transportation coordination is sustaining current successes during a financial crisis. Coalition participants were aware that demonstration funding is short term and to sustain programs would necessitate changes in current program operations and seeking other resources. MTA developed a relatively small budget for demonstration grants based on the belief it would be feasible to accommodate this added expense within current allocations.

Subsequent loss of state support to public transportation through the repeal of the Motor Vehicle Excise Tax greatly inhibits coordination efforts. Without this revenue to invest in projects identified in a successful Coordination Implementation Plan, it will be difficult to foster collaboration. Projects such as creating a focal point center to develop enhanced communications for integrating trips on participating agency vehicles, a coordinated interagency driver training program, and expanding efforts using volunteers will not be possible within current financial constraints.

Pacific County

Demographics

Pacific County is a largely rural county in Southwest Washington with two main population areas, the Long Beach Peninsula (South County) and the Raymond/South Bend area at the tip of Willapa Bay (North County). It is approximately 60 highway miles between the two population areas. Pacific County has a population of 21,500, about 12,000 of whom live on the Long Beach peninsula and coastal communities south to Chinook. More than two-thirds of county residents live outside cities or towns. The unemployment rate is currently 6.6 percent and household income stands at \$26,700 versus the statewide average of \$37,000.

The County is fairly isolated as it has no airports or major highway arterials. Pacific Transit provides bus service to Aberdeen and Astoria, Oregon and operates a limited number of fixed routes in the county.

Coordination history

More than ten years ago, representatives from Pacific County worked with Grays Harbor County in forming the Community Resource Council to plan for a coordinated response to the combined effects of federal legislation, technical change, and market fluctuations upon the timber industry. Later, a WorkFirst Consortium was formed first to create a community wide proposal for the Community Jobs Program and then to be the planning body for the WorkFirst Local Planning Area. Both groups still operate and the WorkFirst Local Planning Area's Transportation Work Group has continuously sought ways of improving access to transportation, particularly public transportation, for people who are now receiving Temporary Assistance for Needy Families or who have low incomes.

ACCT grant activities

A county forum meeting was held in October 1999 to assess interest in coordinated transportation. There was a positive response and as a result Pacific County indicated interest in an ACCT grant and Coastal Community Action was named lead agency.

A request for proposal was issued for a contractor to provide technical assistance to the project and the county coalition selected the Community Transportation Association of America (CTAA) on July 24, 2000.

In September 2000, Wayne Nelson was hired as a full-time project manager for the ACCT grant.

The first Coordinated Transportation Coalition meeting was held on Oct. 19, 2000 at the South Bend Employment Security building. Attendees representing Pacific Transit, the Department of Social and health Services (DSHS),

Olympic Area Agency on Aging, and the South Bend School District agreed that there were significant unmet transportation needs and agreed to begin working on solutions.

The Coalition agreed that a first priority is to build public support for Pacific Transit, which has had to cut back service in the wake of I-695 and faces further cuts next year, including an end to out-of county and Saturday service. A second priority is to begin coordinating volunteer transportation for county residents who do not meet Medicaid requirements but who need specialized out-of-county medical care.

A contract will be signed very soon with CTAA so that they may begin working with the County Coalition on an initial transportation survey and other information gathering.

Further coalition building is ongoing to increase membership.

Active membership of the Coalition

Active membership for the Coalition includes the following:

- Pacific Transit Tim Russ
- DSHS, South Bend Karen Klinger
- South Bend School District Nick Johnson, Superintendent
Bruce Baird, Transportation Supervisor
- Olympic Area Agency on Aging Brent Apt
- Catholic Community Services Mike Curry

Accomplishments

Although we are just getting the Coordinated Transportation Coalition up and running, both public and private agencies involved in transportation have agreed to work on coordinated transportation solutions. The South Bend School District in particular has indicated a willingness to work with all parties and a meeting has been scheduled with other school districts in the county. Pacific Transit has offered to share vehicles during hours when dial-a-ride service is not operating.

As a way of building support for coordinated transportation, a monthly newsletter will be sent countywide to businesses, government officials, agencies and interested consumers beginning November 1.

Challenges

The budget problems of Pacific Transit present a significant problem for local efforts to coordination. The loss of Motor Vehicle Excise Tax revenues has forced the transit system to cut back schedules and service; more severe cuts may be necessary.

Pend Oreille County

Demographics

Trends and current conditions

Source: *Washington State 2001 Consolidated Plan* developed by Bay Area Economics

Age Distribution: In 1999, 30.6 percent of the county's residents were age 19 and younger; 14.2 percent were age 65 and older.

Median Income: The 1999 median household income of \$29,345 ranks seventh lowest in the state.

Household Income Distribution: The 26.5 percent of households earning under \$15,000 in 1999 was fifth highest; the 7 percent making \$75,000 or above was second smallest.

Employment Growth: Pend Oreille County's small population saw the largest agricultural employment growth in the state with a 228 percent growth spurt from 1990 to 1998.

Pend Oreille County's economy is driven primarily by manufacturing (mostly timber) and government (primarily public education) sectors.

Approximately 18 percent of residents were at or below poverty level in 1995, which ranked fifth highest.

Pend Oreille County is a distressed county that was above the three-year average state unemployment rate (5.3 percent) from 1996 to 1998 at 13.7 percent, the highest in the state.

There were 1,138 TANF recipients in April of 1998 or 10.2 percent of the County population, the highest rate in Washington.

Approximately 46 percent of students were eligible for the free lunch program, which ranked fourth in 39 counties.

Coordination history

Prior to the ACCT project, very little coordination took place within Pend Oreille County.

Special Mobility Services began a Rural Mobility project serving Newport (in southern Pend Oreille) and Spokane twice weekly in July of 1999. Rural Resources helped promote the service.

Pend Oreille County Mental Health purchased a used lift-equipped vehicle from Rural Resources in 1998. Rural Resources provided training on lift operation to the staff that would operate the vehicle.

The Selkirk Shuttle operates a fixed route service in northern Pend Oreille County.

The Kalispel Tribe provided a variety of community transportation for medical appointments and meeting basic needs.

Rural Resources provided Head Start transportation in Metaline Falls and Newport. Senior transportation to meals was provided three days per week in Newport. Seniors in northern Pend Oreille County could travel to Colville twice per month to shop.

Catholic Charities-Volunteer Chore provided volunteer transportation to disabled adults and seniors.

All of these services operated independently, with little coordination.

ACCT grant activities

The initial activities have revolved around coalition building. Six forums were held throughout the county to gather information regarding transportation needs and to inform the communities about the ACCT project. The coalition is building slowly.

Active membership of the Coalition

The most active participants in the coalition are:

- Rural Resources
- Special Mobility Services (Medicaid Broker)
- Pend Oreille County Mental Health
- Senior Centers (in Ione and Newport)
- Adult Long Term Care of Eastern Washington (AAA)
- Early Head Start
- Family Crisis Network
- Newport Community Hospital
- Catholic Charities/Volunteer Chore

Accomplishments

The forums identified one problem that we felt we could address while building our coalition and gathering information. Although the meetings were intended to provide information about the ACCT project and to gather data on community needs, it became apparent that many customers of transportation were confused. They were unsure how to access services and found it frustrating to call two or three providers to find out if they were eligible for service. In addition, they were unaware of all the potential services available.

Based on that information, the three major providers-Rural Resources, Special Mobility Services and Catholic Charities-Volunteer Chore-began drafting a joint brochure. The brochure will include every provider in the county that wants to participate. Providers are being contacted to determine their interest in participation and to gather information for the brochure. The brochure is divided by types of service, including shopping, medical, education, recreation, veterans, nutrition, connections to airline/bus/train, and a section for additional needs. We hope that this type of brochure could also become electronic in the future.

Challenges

Residents of Pend Oreille County feel strongly that they do not receive enough transportation service. At the same time, some agencies and individuals resist participation in the Coalition because they believe nothing will come of it.

Geographic distribution of people in Pend Oreille County also presents some difficulties. Northern Pend Oreille, including Metaline Falls, Metaline and Ione, link economically to Stevens County (80 miles round trip), rather than traveling south to Newport (100 miles round trip). Newport is more closely tied economically to either Priest River Idaho (20 miles round trip), or Spokane (94 miles round trip). The largest population center is Newport, with 1980 people in 1999. This represents 55 percent of the population of the entire county. In the northern towns of Metaline, Metaline Falls and Ione, the combined population is 854. In the center of the county are the small towns of Cusick and Usk with a population of 246.

Pierce County

Demographics

Pierce County, located in the central Puget Sound region, covers 1,676 square miles of land and is the second most populous county in Washington State.

The 1999 population was 700,000 with an average annual increase in population of 2.3 percent per year. Tacoma is the largest City in Pierce County

followed in rank by Lakewood, Puyallup, University Place and Edgewood.

The Tacoma-Pierce County economy continues to grow and diversify with the deep water Port of Tacoma contributing significantly to the area's trade and service industries. Manufacturing and farming still dominate the Pierce County economy with the stabilizing effects of major military installations (McChord Air Force Base, Fort Lewis Army Post, and Madigan Army Medical Center) also contributing.



Pierce County Transportation Coordination Coalition members meet in November to review an ADA/MAA trip coordination model prior to a formal presentation to the PACT Forum in December.

Coordination history

Transportation coordination efforts in Pierce County started as a Work First / Jobs Access Reverse Commute working group in 1998. Over the last two years this group addressed several project-level concerns and

strengthened the countywide awareness of coordinated transportation needs for Pierce County. In April 2000 the Coalition hosted the first Pierce County Transportation Forum. The Forum resulted in the approval of Vision, Mission, and Objective statements for coordinated transportation in Pierce County. The Coalition has recently applied for planning funds to continue developing a coordinated transportation plan for Pierce County. The draft plan would include identifying a formal decision-making structure to directly influence Pierce County's coordinated transportation priorities.

ACCT grant activities

Pierce County applied to ACCT for a coordination grant in mid-October 2000. The formal grant notification and contract award should be complete by the middle of November 2000. Pierce County, Department of Community Services, is the lead agency for the coalition efforts.

In addition, Pierce Transit was awarded a demonstration project grant from ACCT to extend an existing community van project to cover training and job placement transportation support for participants working with the Wood Products Consortium. This project includes support and coordination with the Puget Sound Educational Services District, the Tacoma-Pierce County Employment and Training Consortium, the Wood Products Consortium, and Pierce Transit.

Active members of the Coalition

Active participation in the Pierce County Coordinated Transportation Working Group (Coalition) includes:

- Pierce County Community Services
- Aging and Long Term Care
- Department of Social and Health Services
- Puget Sound Educational Services District
- Tacoma-Pierce County ETC (formerly PIC)
- Pierce Transit
- Paratransit Services
- Catholic Community Services
- Employment Security
- Wood Products Consortium
- First Place for Children
- Pierce College
- Bates Technical College

Accomplishments

The Coalition in Pierce County was very successful in bringing together key service providers and social service organizations to address the need for coordinated transportation in Pierce County via the community forum. In addition, several working groups have been established and Pierce County selected as the lead agency to manage grant activity.

Several projects have also been initiated and brought to the Coalition for discussion and review. The internal network of agency staff and directors also continue to coordinate in order to improve services and provide more transportation options to individuals with special transportation needs.

Challenges

A major challenge facing the Pierce County Coalition will be finding the right resources to take the coordination effort to the next level. The ACCT planning grant funds play an important role in achieving this. In summary, the Coalition will prepare a work plan and scope of services. The draft plan will identify a decision-making body that will help address and remove barriers to coordinated transportation in Pierce County.

Adequate funding to accomplish all of the work identified by the Coalition remains a concern. A positive commitment has been made by the active participants to continue to provide staff time and meeting space to continue the overall coordination work.



An employee of Centerforce (providing supported employment) boards a van provided by Pierce Transit (PT) and driven by a Centerforce employee. When Centerforce employees used PT's shuttle service, costs were about \$23 per trip; the special use van has reduced per trip costs to \$1.65

Snohomish County

Demographics

Snohomish County lies in western Washington State on the east shore of Puget Sound just north of King County and the Seattle metropolitan area. It has the 13th largest landmass of all of Washington's counties and covers a total land area of 2,098 square miles. The county's eastern half is primarily uninhabited forest and mountain terrain bordered by the crest of the Cascade Range.

The county has twenty incorporated cities, the largest of which is Everett (population 86,730 in 1999). Higher than average growth rates for several city populations have been driven primarily by annexations that bring heavily settled unincorporated areas within city boundaries. The population living in unincorporated areas declined from 55.8 percent in 1990 to 49.8 percent in 1999.

The issue of incorporated verses unincorporated areas is especially important in Snohomish County with respect to public transportation. Snohomish County is served by two public transit agencies: Everett Transit serves the city of Everett and most of the remainder of the incorporated areas of Snohomish County is served by Community Transit. Both Community Transit and Everett Transit provide complimentary paratransit services. With 49.8 percent of the population living outside of either transit's service area, many Snohomish County residents face additional challenges in obtaining transportation to needed services, which are primarily located in urban centers.

Snohomish County's population growth has far exceeded the Washington State Office of Financial Management's (OFM) original 1995 projection that by 2000 Snohomish County would have 582,519 residents. Already the third largest county in Washington State after King and Pierce counties, Snohomish is now the second fastest growing county after Clark County. While the official OFM projections will not be revised until after the 2000 Census,



Snohomish County's Transportation Coordination Coalition Steering Committee. The coalition must address rapid population growth; more people experiencing significant mobility challenges; and having large portions of the unincorporated county unserved by public transportation.

Puget Sound Regional Council (PSRC) projections released in June, 1999, indicate that the county may reach 605,164 persons by 2000 and 743,563 by 2010.

The incidence of most kinds of disability increases with age. As the population ages, the concern for the challenges brought on by disabilities rises. The 1990 census indicates that 8.3 percent (24,967) of persons 16–64 years of age reported some form of work disability, some with self-care limitations as well. That proportion jumped to 30.2 percent (12,645) for persons 65+ years of age. Another 1.5 percent (4,469) of those 16–64 and 4.2 percent (1,758) of those 65+ reported limitations in their ability to care for themselves even though they did not report as work disability.

The Current Population Survey conducted by the Census Bureau has little local detail but fills the gap left by the decennial censuses by providing trend information on a regional basis. Age specific disability ratios derived from that survey and applied to multi-year estimates of our population's age structure indicate that the number of persons with some type of disability in Snohomish County is likely to be about 110,048 or 18.8 percent of the total population; of that number, about 53,316 (9.1 percent) have a severe disability. As the baby boom generation begins to retire after 2010, those numbers can be expected to rise sharply.

In summary, the following facts make it critically important to maximize the existing transportation resources in the county:

- 1) rapid population growth in Snohomish County
- 2) increased numbers of individuals experiencing significant mobility challenges
- 3) large portions of unincorporated Snohomish County unserved by either public transit agency

Coordination history

The coordination of special needs transportation in Snohomish County has occurred largely in response to meeting specific individual needs, rather than as a comprehensive, countywide effort to maximize limited resources. A notable exception to this approach is the recent ACCT demonstration project where Senior Services of Snohomish County provided new or additional scheduling and dispatching services and wheelchair accessible vehicles to Senior Centers, coordinated driver training, and expanded services to different ethnic groups.

The initial ACCT grant application was responded to within Snohomish County government by the Snohomish County Department of Public Works, in partnership with Senior Services of Snohomish County, Dial-A-Ride Transportation Program. Once the grant was awarded, the decision was made to reassign lead responsibility for the grant to the Human Services Department, in coordination with Senior Services of Snohomish County.

The Snohomish County Human Services Department has been the Snohomish County Medicaid Access Transportation Broker since 1989, and as such has been heavily involved in transportation coordination, education and outreach efforts. The Human Services Department is also invested in community forums such as the Partnership for Washington's Futures, Healthy Communities and the Long Term Care and Aging's Provider's Work Group.

ACCT grant activities

The initial Snohomish County ACCT Forum meeting was held to educate the community about the background and purpose of ACCT, identify geographic boundaries and key partners, and begin identifying major issues that could impact transportation service delivery in Snohomish County.

Snohomish County Councilman Gary Nelson greeted the diverse group of approximately thirty people, including representatives from:

- Community Transit
- Metro Accessible Services
- Providence Hospital Rehabilitation Services
- Snohomish County Developmental Disabilities Division
- Snohomish County Mental Health Division
- Stillaguamish and Tulalip Tribes
- Washington State Ferries
- Snohomish County Housing Authority
- City of Everett, City Councilman
- Snohomish County Headstart Program

Participants expressed great interest in maximizing limited resources, ensuring job access for individuals who access special transportation services and maintaining ongoing, meaningful dialogue between special needs transportation providers and special needs transportation consumers. As a result of this meeting, a 160-person mailing list has been developed to help keep key partners informed and involved in ACCT activities.

The outcome of this initial ACCT Forum, as well as an overview of the purpose and background of ACCT, was presented to the Snohomish County Long Term Care & Aging's Provider's Work Group in coordination with the Medicaid Access Transportation Program, Community Transit, Everett Transit, and the Senior Services of Snohomish County Dial-A-Ride Transportation Program.

Active membership of the Coalition

Snohomish County ACCT Steering Committee

- Coey Gilleland, Director of Transportation Senior Services of Snohomish County/Dial-A-Ride Transportation
- Gretchen Weber, ADA Outreach Coordinator, Community Transit

- Denise Brand, Medicaid Access Transportation Program Manager, Snohomish County Human Services Department
- Phil Tayon, Operations Supervisor, Snohomish County Human Services Department
- Casey Stevens, Program Manager for Community Services, Stillaguamish Tribe
- Katherine Adams, Job Placement and Support, Work Opportunities
- Dorothy Spiwak, Operations Supervisor for Paratransit, Everett Transit

Beginning November 6, 2000 the ACCT Steering Committee will meet the third Thursday of each month. Grant implementation coordination meetings, including representatives from the Snohomish County Human Services Department and Senior Services of Snohomish County, are scheduled for every other Monday beginning October 30, 2000.

Accomplishments

The Snohomish County ACCT effort is still in an early stage of development; however, the broad composition of the ACCT Steering Committee provides a sound basis for a successful project.

Project ideas under consideration:

- Facilitate coordination between Snohomish County Diversity Council and Community Transit Rider Education Program to enhance the ability of consumers with limited or no English to access services. (Perhaps provide on-site translation, etc.)
- Establish Special Needs Transportation Inventory, expanding on information contained in the handbook, Transportation Options in Snohomish County, developed by Senior Services of Snohomish County in partnership with Community Transit.

Challenges

The primary challenge to the coordination special needs transportation in Snohomish County is that portions of the county are served by either Community Transit or Everett Transit and other areas of the county remain unserved by either transit agency. This fragmented service delivery system can be confusing and frustrating to consumers.

Spokane County

As the largest city between Seattle and the Minneapolis-St. Paul metro areas, the City of Spokane is the gateway to the Inland Northwest. Spokane is located 18 miles west of the Idaho state line and 110 miles south of British Columbia, Canada, in eastern Washington.

Like many other American cities, Spokane has seen increasing decentralization, growth of suburban single-family housing and outlying commercial and industrial centers.

Many employers are inaccessible by public bus. Transportation gaps exist in rural and residential areas that are spread over a wide geographical area, making transportation to and from job sites and childcare difficult. Transporting children to childcare creates additional stress when care is at a distance from home and job site. The low-income workforce need job skills training, transportation, and childcare services.

Of the 418,059 people living in the Spokane Metro area, 12.2 percent are living below the poverty threshold of \$16,050 a year for a family of four (source: US Census 1997). Of these 51,000 people, 8,353 receive TANF, Refugee Assistance, or General Assistance (source: DSHS 1999) and 4,878 are in the WorkFirst program.

Coordination history

Currently, the various organizations which serve economic development, transportation, community development, child care, workforce development, business, education, social services, and health services each work from independent plans which take one another into account only to a relative degree. In essence, they work from different “maps.”

Yet, for the vitality of the community, the services which each provide need to be interwoven. Workers need to know where childcare and transportation resources are. Employers need to know how their workers can get to the job site and where they can be trained. Businesses wishing to locate in Spokane need to know what properties are available and how these properties relate not only to infrastructure needs, such as fiber-optic cabling, but also to the needs of the workforce they will employ.

The broad goal of this project is to connect employers and employees, transit systems, service providers, and employment and training opportunities through a user-friendly, community-wide information system that maps available services, jobs, housing, and other information necessary for economic and community development and individual decision-making. This information system will use Geographic Information System (GIS) technology and other online database resources to make the information broadly available within the community.

By overlaying information and making it easy to query for specific information needs, we can modify transportation services in coordination with economic development strategies.

ACCT grant activities

This program plan includes the following activities/projects:

1. Gain commitment from community transportation services/users to coordinate transportation using a community Geographic Information System (GIS)
2. Identify service gaps/needs and data sets (childcare, transit routes, employers) and convert them into usable arc info (GIS) format
3. Establish partnerships with major providers of transportation, service destinations, funding, clients, and data
4. Create an organizational structure, decision-making process, operational guidelines, and communication plan, and contract for transportation services to fill gaps
5. Develop sustainable community (GIS) information system center
6. Prepare implementation and evaluation plans in order to sustain the coordinated system
7. Identify start-up requirements and costs
8. Establish training, reporting and promotional programs to maximize use of resources

Given implementation of the above projects, our coalition intends to eliminate barriers and put more people to work. The information available in the GIS information system center will be used to identify, jobs, transportation, childcare, housing, training locations, labor, and land use planning information.

Active members of the Coalition

- | | |
|--|------------------------------------|
| • Spokane Regional Chamber of Commerce | business interface |
| • WorkSource Spokane | training, business interface |
| • DSHS, WorkFirst | training, funding, implementation |
| • Spokane Transit Authority (STA) | transportation, training |
| • City of Spokane | information |
| • Spokane County | information |
| • Spokane Regional Transportation Council (SRTC) | information, regional coordination |
| • Health Improvement Partnership (HIP) | information, business interface |

Community partners

Department of Social and Health Services' Bank of America Bankcard Services; Workforce Development Council; Special Mobility Services; JOBs Inc.; Spokane County Health Services; Housing Urban Development; Senior Services; Community Colleges of Spokane (CCS); CCS Adult Education Center; Community Centers: North East, West Central, East Central and Peaceful Valley; CCS Institute for Extended Learning; Career Path Services; Washington Mutual Bank; Small Business Administration; Transitions, Aging and Long-term Care; Interface Computer School; Office of Trade and Economic Development; Eastern Washington University

Accomplishments

We have identified an innovative approach to coordinating the transportation resources in our community: this project will implement a community-wide GIS, integrating information across public and private agencies, and making it accessible online. Characteristics of this system will include:

- The GIS will overlay information from a variety of databases throughout the community, so that transportation, childcare, available industrial sites, etc., can be made available on a single map in response to a user query.
- The system will utilize existing GIS databases throughout the community, rather than creating a single new database. Only data which is not mapped elsewhere, or cannot be mapped elsewhere, will be placed on the project server. A system will be developed, similar to data warehousing, which queries existing systems to create a single overlaid map in response to a user request.
- The information must be available online, through the Internet, to the general public as well as participating organizations. Some information may be password protected for reasons of privacy.
- The system must be scaleable, and able to be adapted to new community uses.
- A simple user-friendly query structure will allow an individual to find out how to get from point a to point b, and which health, childcare or other service facilities are nearby.
- The information system will connect with other community-wide information system developments, either through hot-links within the maps, or other easy to use tools. The system will be a catalyst for coordination of other community-wide information system efforts, including education and training, and the various resources and referral database projects.

We are developing a coalition of over 25 organizations in support of this project. We have formed a decision-making board of key players and hired a project coordinator.

Challenges

Two of the greatest challenges we anticipate are issues related to sharing data:

- security
- developing uniform data.

Thurston County

Demographics

Thurston County is located in the Southern part of Western Washington at the terminus of Puget Sound. It is the 32nd largest county in the state, with 735 square miles of land mass. Nearly 93 percent of the land area is unincorporated.

The area topography ranges from coastal lowlands to prairie flatlands to the foothills of the Cascades. The northernmost boundary is determined by Puget Sound.

Over 200,000 people live in the county, which is one of the fastest growing areas in the state, at a rate of 26 percent between 1990 and 1999. Much of the growth has occurred in the smaller, more rural areas, with 56 percent of the population living in the unincorporated county.

The major communities within the county include Olympia, Lacey, Tumwater, Yelm, Rainier, Bucoda, Rochester, Tenino, and Grand Mound. Many of the communities are located along the Interstate 5 Corridor, the major north/south route.

Thurston County is rich in social services, including the headquarters for many state programs. It houses advanced health care and retirement facilities and is close to Pierce County's military bases. As a result, Thurston County is home to over 25,000 veterans and a growing number of retirees. Approximately 12 percent of the population is 65 and older.

Thurston County is also home to the Nisqually Nation and parts of the tribal lands of the Squaxin Nation. Indian, Eskimo, Aleut constitute less than 2 percent of the total county population, with Asian and Pacific Islanders at 5.5 percent, Black/African Americans at 2.5 percent, and persons of Hispanic origin accounting for nearly 4 percent.

Approximately 10 percent of Thurston County's population was below the poverty line in 1990. The heaviest rates occurred in the small south county towns, with Yelm and Bucoda having the highest percentage of incomes below the poverty level. Countywide, 1990 found almost 13 percent of all



Our communities benefit as a result of the opportunities provided by public transportation's mobility, choice, and accessibility.

children under the age of 18 and over 7 percent of all elders 65 or older living in poverty. A 1995 needs assessment on the Nisqually Indian Reservation indicated a 25-28 percent unemployment rate among the Tribal Labor Force and that the average annual family income was less than \$12,000.

Intercity Transit (I.T.) is the region's public transit provider with boundaries that include all of the county. I.T. offers fixed route bus service, inter-county services in collaboration with Pierce Transit, Dial-a-Lift service for persons with mobility impairments, and a commuter vanpool program. With recent service cuts due to loss of funding, many areas of the county are either not served or underserved by I.T., which now provides approximately 60 percent less services than it did in 1995. Rural communities, including the Nisqually Reservation, have experienced some of the largest service cuts.

Coordination history

In 1997, the Thurston Regional Planning Council and Intercity Transit convened the Human Services Transportation Forum (HSTF) to explore the coordination of transportation services in and around Thurston County. The convenors recognized that a growing need for transportation services coupled with shrinking funding called for innovative, cooperative strategies. A wide range of transportation and social service providers were identified and invited to become part of HSTF.

The group began to meet regularly and identify goals, objectives and boundaries. While recognizing that many citizens travel to adjacent counties for goods, services, and jobs, the group elected to limit their considerations to the county boundaries.

HSTF designed, distributed, and tallied a Transportation Survey to quantify the "who, what, where, why and how" of service needs and provision. Forty-six entities responded and identified a group of common issues and needs, including: evening and weekend service, rural access, cross town travel times, funding, lack of centralized information on potential services, and child transportation. Specific organizations also identified problems in: serving persons with disabilities, scheduling transportation for medical appointments, recruiting and retaining volunteer drivers, and providing transportation for field trips. HSTF facilitated a series of focus groups with HSTF members on the topics of: Children and Youth, Brokerage and Risk Management, and Dial-A-Lift. Issues and ideas from these sessions were collected and added to survey data.

In early 1998, HSTF applied for a grant from the Agency Council on Coordinated Transportation (ACCT) to implement a demonstration project for coordinated services. While the project was not funded, the process of working together on the application strengthened the group.

ACCT grant activities and successes

In the fall of 1998, with cuts to social and transportation services, a growing low-income population, and an increased focus on social equity in transporta-

tion, a renewed interest in the HSTF arose. With the assistance of the local ACCT staff, the Thurston Regional Planning Council joined with the Thurston County Health Department in applying for an ACCT Coordination Grant. Upon successful award, the partners reconvened the HSTF. The Transportation Survey was revised and distributed and the group began compilation. At monthly meetings, the HSTF discussed demonstration projects and models in other areas, identified needs and potential solutions, and began work on a coordination plan. HSTF wrestled with identifying a core group to serve as decision makers.

Wanting to quantify needs and appropriateness of strategies with the end user, HSTF identified specific client populations to target in a series of focus groups. Ten focus groups were facilitated around the county, gathering data from people representing such diverse interests as rural, urban, low income, welfare rights and youth. The events were publicized in the local newspaper, radio and newsletters. As a part of the group discussion, participants were encouraged to continue to participate in the HSTF. Information garnered from these meetings with clients has added more data to the process and validated the needs and strategies identified in earlier data gathering.

HSTF will continue to host community focus and discussion groups, hold public meetings, and solicit direct input from clients as the plan and projects move forward.

The availability of the Job Access and Reverse Commute (JARC) Grant accelerated creation of a plan specifically focused on WorkFirst and low income populations. The plan identified first steps projects. The group rallied to provide ideas and support. They identified the location of low-income/ TANF clients, employment patterns, distribution of jobs, and other supporting data. The WorkFirst Local Area Planning Group played an integral part in informing the partners of the structure and process of the WorkFirst Program, in providing data and anecdotal information, and in identifying clients.

HSTF learned much and worked well as a team throughout the grant process. The JARC plan will serve as a model for creation of the broader Coordinated Plan for Thurston County. During this process, the Human Services Transportation Forum acted as the voice of the end user. These public and private human and transportation service providers' input represented actual and projected experience with clients and services, and knowledge of funding and service gaps. The group studied sample plans and strategies from other areas and incorporated those elements that made sense for Thurston County into the JARC plan. The group provided and validated data, and estimated potential usage and success of each of the projects. In some instances, service providers informally tested concepts on a segment of their client base.

Thanks to the assistance of all the partners, especially the state team, it appears that Thurston County has been awarded three grants:

- "Village Vehicles," providing on-demand vanpool transportation at selected low income housing complexes;

- “Tribal Transportation,” a variable route service on the Nisqually Reservation that will connect to the larger Intercity Transit fixed route system; and
- “Local Travel Agency,” a help desk referral that will coordinate service delivery and provide support services such as trip training, guaranteed ride home and translation.

In addition to the JARC grants, a major partner, Intercity Transit, received one of the ACCT grants focused on coordination with school district transportation providers. I.T. will bring reports of that experience to the Forum.

Members of the HSTF are also working on transportation strategies with the local Developmental Disabilities network in a concurrent effort. Results of this work will fold into the HSTF process.

Next steps include brainstorming strategies to revitalize the coalition. The facilitators are planning a series of one-on-one meetings to gather information and support and clarify needs and resources with key providers and social service organizations. These visits will facilitate completion of the inventory, identifying vehicles, drivers, needs and resources and any other elements necessary to quantify and map all the information needed to form a basis for coordination. The visits should also encourage discussion on the ways to increase coalition participation.

This outreach will also include presentations to community network groups and elected officials. Outreach will focus on specific rural communities facing special challenges due to cuts in transit service. We are encouraging Forum members to regularly include transportation issues as part of their presentations and discussions.

We will continue to seek examples of innovative, effective coordination methodologies and explore small pilot projects. We plan to continue to bring speakers from other areas to discuss actual on-the-ground systems.

Successes include:

- A better understanding of needs and resources and the integral role that transportation plays in service provision.
- Coalition building, especially around the JARC grant application process.
- A growing inventory.
- The beginnings of a coordination plan.
- An increased belief that coordination may be possible.

Active membership of the Coalition

While over one hundred groups have participated in at least one of the coalition’s activities, the following groups are key participants:

- Intercity Transit
- Paratransit Services
- Family Support Center
- Volunteer Chore Services

- Evergreen Vista (Intercommunity Housing)
- DSHS/CSO
- Senior Services of South Sound
- TOGETHER!
- Alliance for Public Transportation
- Thurston County Health and Social Services
- Partners for Children, Youth and Families
- Thurston County Network
- Juvenile Justice Coalition
- Head Start/ECEAP
- Lewis, Mason, Thurston Area Agency on Aging
- DC Cab
- Morningside
- Nisqually Tribe
- Providence St. Peter Hospital
- Washington State Department of Transportation
- Community Youth Services

Challenges

- Lethargy has set into the coalition. We are struggling to vitalize meetings and encourage members to take ownership of the coalition. We are also contemplating a quarterly newsletter or other communication tool in the off months. The grant managers are also looking for small demonstration projects to instill some enthusiasm in the group.
- Participants are reluctant to identify and quantify financial information for fear they will lose funding flexibility.
- It has been difficult to obtain the data needed to identify the number and location of special needs clients in the County and their regular destinations. Some of the problem rests with confidentiality concerns, but the larger issue appears to be technical incompatibility and a lack of coordination of data collection among various agencies.
- Liability issues chill discussion of resource sharing. For both organizations and potential volunteers, liability risks loom large. Who is responsible if the vehicle is stored on my property? What if one of my volunteers is found to be negligent? If the vehicle was purchased with my program dollars, what if it is involved in an accident while being used by another program?
- Social service entities are experiencing cuts in many programs, so have little time to participate in coalition activities. Some of the key players simply cannot attend meetings. We hope that more one-on-one contact and more written communication may help.

- We have yet to identify a core group of decision-makers. Much meeting time was devoted to the core group concept, with no resolution. While we have backed off this discussion, the issue will resurface as we move into larger scale decisions.
- There is a perception that there is a lack of qualified volunteer drivers. We are working to identify all potential options.
- Despite cuts to transit, the community clings to the belief that Intercity Transit can meet all the special transportation needs in Thurston County.

Walla Walla County

Demographics

Population

State and Walla Walla County Land Area and Population (1998 projection)			
	Land Area in Sq. miles	Population 2000	(1994) Pop Density Person/sq. miles.
State	66,570	5,849,893	88
Range of counties	212-5,281	2,414- 1,679,066	3-51
Walla Walla County	1,270	55,802	43
State ranking	27th	19th	16th

Note: The local Public Transportation Benefit Area is approximately 216 square miles, the same as the Walla Walla and College Place school district boundaries.

City of College Place	7,395
City of Prescott	335
City of Waitsburg	1,200
City of Walla Walla	29,200
County of Walla Walla (unincorporated)	16,470
County of Walla Walla (Total)	54,600

The projected 2000 population in the County is about 15 percent higher than the 1990 population of 44,439. The same growth rate is expected for most of the census areas, including Walla Walla-College Place and the rural areas. The major exceptions include the Burbank area with a 77 percent growth rate, Prescott a 54 percent rate, and Waitsburg a 23 percent rate.

Ethnicity

Year	Total	White	Black	Other	Hispanic
1990	48,439	46,551	762	1,126	4,703
1998	54,600	51,868	806	1,926	9,154

Note: Persons of Hispanic origin can be of any race.

Major Public Assistance Programs

	Persons Served Monthly	County Rank
Aged	87	21
Blind	5	32
Disabled	21	
TANF	1,789	22
CEAP	21	7
General Assistance	96	5
Food Stamps	3,642	18
Medical Assistance-FY 98	8,336	17

Rural Demographic Indicators of Need for Transportation Assistance (Year 2000 Projection Unless Noted)	
Population Group	Population
Poverty	
All persons	1,341
Children 18 and under	392
Persons 65 years and over	109
Age	
High school age (15–19)	1,217
Persons over 65 years	2,018
Persons over 75 years	942
Mobility limitations	
Persons 16–64 years	807
Persons 65 years and over	656
Living arrangements	
One-person household 65 years and over	267
Female householder 65 years and over	188
Female householder, with children under 18— number of families (1990)	41

Employment by industry (1998)

	Average Employment	% of Total Employment	Average Wages
Services	5,446	23.4%	\$22,571
Government	4,642	10.9%	\$31,875
Retail Trade	4,499	19.3%	\$16,586
Manufacturing	4,066	17.5%	\$31,334
Agriculture	2,696	11.6%	\$14,758
Finance, Insurance, Real Estate	742	3.2%	\$28,245
Construction	609	2.6%	\$23,789
Transportation, Comm. And Utilities	570	2.4%	\$35,555
Average	23.270	100%	\$24,423

Income in Walla Walla County

Per Capita Personal Income (1997)	\$19,530
Median Household Income (1999)	\$33,773
Median Household Effective Buying Income (1997)	\$31,800
Median Home Price (1999)	\$102,300

Labor Force (1999 average monthly)**# of people**

Civilian Labor Force	26,440
Total Employment	24,630
Total Unemployment	1,810
percent Of Labor Force Unemployment	6.8 percent

Top employers (1999)**# of employees**

Broetje Orchards	1,977	see note 1 below
IBP, Inc.	1,600	see note 1 below
Walla Walla Community College	1,278	
Washington State Penitentiary	900	
Walla Walla Public School District	825	
St. Mary Medical Center	785	
Boise Cascade	677	see note 1 below
Walla Walla College	490	
Walla Walla General Hospital	442	
Whitman College	446	
Key Technology, Inc.	420	

Note 1: These employers are in the western part of the county, 5–15 miles from Pasco, and about 40 miles from Walla Walla-College Place.

Where people live and work in Walla Walla County

The total employment of county residents totals about 21,500 with 17 percent or 3,667 jobs outside of Walla Walla County. About 1,800 jobs are in other Washington counties and an equal number in Oregon. In turn, Walla Walla County provides 2,122 jobs for other counties.

The twenty-eight largest employers in Walla Walla County employ about 8,900 full time employees (FTE) and 2,800 part time employees (PTE). About 6,900 FTE are in the Walla Walla Urban Area. Three of the largest employers are located in the western portion of the county, about forty miles from Walla Walla. They employ together some 2,500 FTE and 900 PTE. It is estimated that about 200 individuals commute daily from the Walla Walla-College Place area for full time employment to both Iowa Beef and Broetje Orchards, and a substantial but unknown number to Boise Cascade. Seasonal employment opportunities, most entirely in the agricultural industry, swell the number of commuters from the Walla Walla-College Place area to concentrated employment in Dayton, Milton-Freewater, Weston and Broetje Orchards.

Of the 20,700 total workers estimated in the county in 1990, approximately 15,300 (73 percent) lived within the urban area. These residents have more alternative commuting modes from which to choose than their rural neighbors, such as privately owned vehicle, ride share, transit, walking to work, biking, or a combination of these. Some 13,500 (65 percent) workers resided within the Valley Transit service area (the cities of Walla Walla and College Place). However, less than 2 percent (220) used the bus as the primary means of commuting to work. It was estimated that 12 percent (1,800) of the workers residing in the urban area were in a carpool and 14 percent (2,139) either worked at home or walked to work. For most county residents, a privately owned vehicle was the primary mode to work. An estimated 70 percent drove alone and 13 percent were in a car pool.

Transportation coordination history

Many of the social service providers in the county realized that many clients and other individuals could not access their services due to a lack of transportation. They supported Walla Walla County's 1997 application for a Rural Mobility grant to assess the rural mobility needs and related issues and barriers. That assessment was completed in the fall of 1998. An advisory committee used to guide the assessment became the nucleus for the 1999 community forum leading to the application for ACCT funding to establish a local coalition to improve the coordination of special needs transportation.

ACCT grant activities

Meetings

First organizational meeting
January 13, 2000

Draft vision, goals and operating guidelines
February 3, 2000

CTED-JOB Access Grant working group
February-March 2000

Approval of memorandum of understanding Establishing Blue Mountain
Coordinated Transportation Coalition
April 20, 2000

Election of officers, progress reports
May 4, 2000

“Pupil Transportation”, “Council on Aging and Special Transportation”
presentations
June 1, 2000

Faith Trimble presentation
Meeting ground rules, and communication plans
September 14, 2000

Four executive committee meetings

Other activities

- Meeting notices to members and prospective members
- News releases of meetings to local media
- Minutes of meetings distributed to members
- Create brochures
- Newsletter “SEATS” summer issue
- Recruitment plan and drive
- Create transportation resources database
- Transportation provider survey
- Social service provider questionnaire
- Issues and barriers task groups
- Coordinator attended four ACCT Project Manager meetings
- Coordinator attended WSDOT’s Public Transportation and Rail Conference
- Transportation plan for WorkFirst
- Local area plan
- Wrote application for CTED’s JARC grant

Active membership of Coalition

The active members of the Blue Mountain Coordinated Transportation Coalition as of September 25, 2000:

- Adult Day Center
- Aging and Long Term Care
- BMAC
- City of College Place
- Community Connections
- Community Member / SNT user
- Department of Social and Health Services
Home and Community Services
Developmental Disabilities
Community Service Office
- Family Medical Center
- Helpline (United Way)
- Inland Counseling Network
- Lillie Rice Center
- NAMI
- People for People
- RSVP
- Rural Resident
- Senior Citizen Center
- VA Medical Center
- Veterans Relief Committee
- Volunteer (RSVP)
- Walla Walla Community College
- City of Walla Walla
- Walla Walla County
County Commissioner
Department of Human Services
- Walla Walla Housing Authority
- Walla Walla School District
- Valley Transit

Accomplishments

- Establishing local coalition
- Advocacy to Washington Public Transportation Association; ESD#123 School Transportation Directors, Columbia County Commissioners; Walla Walla Advisory Council-SE WA ALTC Administration; Governor's Com-

mittee on Employment Opportunities for People with Disabilities (Dayton meeting)

- Sought out and reported transportation resources, needs, and gaps
- Created transportation resources database to store information collected
- Created communication plan that resulted in members being informed, news releases used, several brochures targeting readers, a newsletter distributed to community leaders, and a supportive article in the local paper.

Challenges to the coordination process

- Relatively small numbers of people in most special needs categories coupled with dispersed rural locations makes providing transportation expensive.
- Fragmented funding spread out in many programs. In a rather small-populated county, the local service agencies' individual transportation accounts are relatively small.
- Apparent lack of coordination of either transportation planning or funding among DSHS divisions at either regional or local levels. This agency is critical to the coordination process since it controls the most transportation funding other than for pupil transportation.
- Apparent lack of state direction to state agencies and other recipients of state funding to coordinate transportation. Apparent lack of an incentive, financial or otherwise, for state funded agencies (including schools) to coordinate transportation of clients.
- Perception in the community, and perhaps at the state level, that public transit and Dial-A-Ride adequately serve the transportation needs of the poor, the elderly, and people with disabilities in Walla Walla County. Most of the county is not served by public transportation (non-categorical). Valley Transit routes, the sole public, non-categorical, transportation provider in the county, serve about 20 square miles of the 1,270 square miles in the county. Approximately 13,000 individuals reside in the rural area outside of its service area.
- Lack of countywide public transportation resources that could be developed into a lead agency for coordinated service. The only other public transportation is school buses. There is no "Older American" funded senior vans in any of the communities. Medicaid-funded transportation through People for People is largely provided through volunteers, taxis, and gas vouchers.
- The need for public advocacy for public transportation by potential and current users.

Whitman County

Demographics

Whitman County has a population of 41,300 that includes about 16,000 students at Washington State University (WSU). Whitman County's population is projected to grow very slowly over the next 20 years but it actually will decline relative to the state's percentage of population growth. Pullman has a population of 25,105 and Colfax a population of 2,850. There are 14 other incorporated communities in Whitman County, all with less than 850 population. Seven of the small communities have less than 550 residents. The result is that Whitman County has one of the highest percentages of residents living in incorporated areas. In most of the key demographic categories related to public assistance Whitman County ranks very low (39th in persons with disabilities and 38th in TANF) but it ranks first in the state in the percentage of persons on General Assistance. Median income is very low with the county ranking 35th in median income.

Coordination history

Whitman County has been one of the state's recognized pioneer counties in terms of coordination of transportation. Coordination activities began formally in 1984 with the establishment of the County Coordination Council. The initial membership included representatives from every sector now included in the ACCT Council including WSU, Pullman Transit, public schools, private operators, service consumers, and social service agencies. Since 1984 the Whitman County Council has successfully submitted coordinated competitive WSDOT grant applications for both operations assistance and capital. The applications have represented combined operating data and budgets.

ACCT grant activities

Since becoming an ACCT grantee the Steering Committee has continued to meet sporadically. Staff work has been steadily going forward to develop the overall coordination plan. Several meetings were held in the spring related to the potential for submission of a FTA Job Access & Reverse Commute application as part of the Washington State Coalition. At the last minute there was insufficient commitment among the various key players and an application was not submitted; however, the work that was done will help subsequent applications.

Since January most of the lead agency's time has gone into working with Pullman Transit and WSU. Pullman Transit has gone through considerable change related to reduced funding levels resulting from I-695. From January to April the COAST took over funding for Saturday Dial-A-Ride service in

Pullman. The limited funding from the Washington Legislature enabled Pullman Transit to restore Saturday Services without COAST funds.

During the summer COAST/ACCT lead agency submitted timely applications to the WSDOT for funding from FTA. Applications included: Section 5311, 5310 purchase of services, and 5310 capital. This was the 17th year that a Whitman County Coalition has submitted applications to the WSDOT. All previous attempts have been successful. The ACCT Coalition members are waiting to hear about the results of the competitive processes. In September, the lead agency, added a part-time staff member to the ACCT-funded staff. Deb McKay will assist Karl Johanson with ACCT activities.

In November staff will be working with Tom Rockefeller, Pullman School District's new Superintendent, Rod Thornton, General Manager of Pullman Transit, and Larry Shaheen from WSU Parking and Transportation Services to develop a request for a FTA 5309 capital earmark for multi-purpose vehicles. These vehicles will be designed to be low floor for full accessibility, will be dual conforming, that is, certified as meeting the FTA standards for transit applications, and certified under Federal Motor Vehicle Safety Standards as yellow school buses. These vehicles will enable Pullman Transit to provide campus shuttles on contract to WSU and to provide services to the Pullman School District. This coordination reflects ACCT leadership.

Active membership of the Coalition

1. Lead Agency, Medicaid Broker and Senior Programs: Karl Johanson, COAST
2. County Commissioners: Hollis Jamison, Commissioner
3. School Districts: Pullman School District
4. Public Transit: Rod Thornton, Pullman Transit
5. Developmental Disabilities: Eric Hoyle, Palouse Industries
6. Housing and Workforce Development: Gail Webster, Community Action Agency
7. ChildCare, Head Start, ECAP: Sandra Szambelan, Community Child Care Center
8. WSU: Larry Shaheen, Public Safety Department
9. Children's Services: Maria Mirkovich, DSHS

Accomplishments

The Whitman County Steering Committee has developed a solid set of objectives and the lead agency staff members are working on the various activities related to those objectives. The primary accomplishments relate to work on the goals and objectives developed prior to the actual ACCT funding. Data gathering instruments have been developed so that all the social services agencies in the Coalition are now reporting transportation services that are then made part of a countywide composite.

Challenges

The primary challenges in Whitman County will continue to be maintenance of service levels following the full impact of passage of legislation related to 1-695 and possibly new initiatives related to 1-745 and 722. It will be extremely difficult for Whitman County to maintain current services and build a truly coordinated system if there is insufficient funding remaining for the key agencies to maintain service levels.

It will also be difficult to maintain services that Pullman Transit provides for the Pullman School District. New federal guidelines have made contracted transit services for school districts a potentially high liability risk. Pullman Transit's buses and paratransit vans do not conform to FMVSA school bus standards. One state, South Carolina, has already made it illegal for students to be transported on non-conforming vehicles. In addition, court decisions have made it impossible for vehicle dealers to sell non-conforming vehicles to any entity that plans to use them for student transportation, which is defined to include vehicles operated by private day care and child care centers.